

# Orchestrating **Communications**



## SERVICES UMBRELLA

### BUSINESS PROCESS MANAGEMENT

BPM strategy and jumpstart, BPM analysis, BPM implementation and BPM optimization

### Custom Application Development

Solution and Platform development, Legacy transformation and migration, Enterprise Application Integration (EAI)

### Microsoft Services

Enterprise Portals (Sharepoint), Migration Services, Products and Solutions

### ERP Implementation- Infor Bann

Financial Management, Asset management, CRM, SCM, Open SOA

## BUSINESS PROCESS MANAGEMENT ENABLED SOLUTIONS THAT WORKS FOR YOUR **TELECOM** BUSINESS

Communication Service Providers (CSPs) are facing unprecedented business challenges as a result of industry consolidation and technology Convergence. Increased competition has lead to more choices available to the customers at lower prices prompting demand for enhanced customer experience. High rate of customer churn has forced CSPs to rethink their customer service strategy and align their resources with programs that will help them improve customer loyalty and acquire new customers.

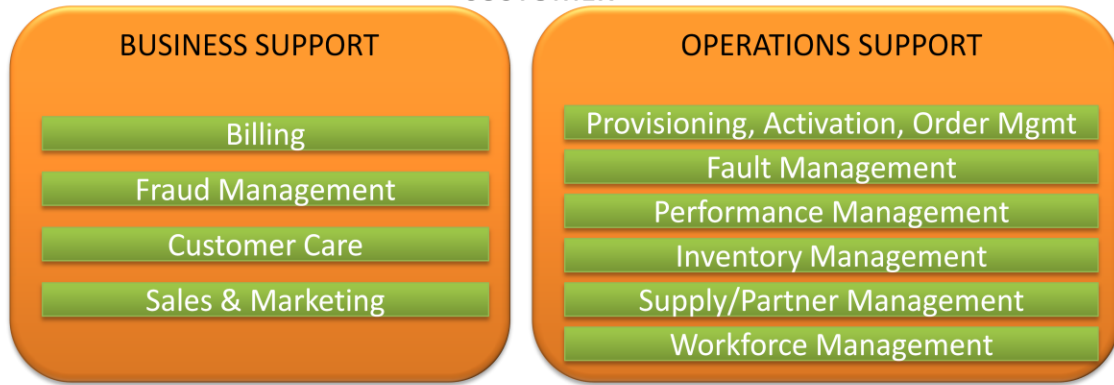
**Challenges:** Network Flexibility, rapid service development, operational efficiency

**Comm-IT** brings in in-depth domain knowledge coupled with experience on various technology lines to bring out innovative solutions for service providers.

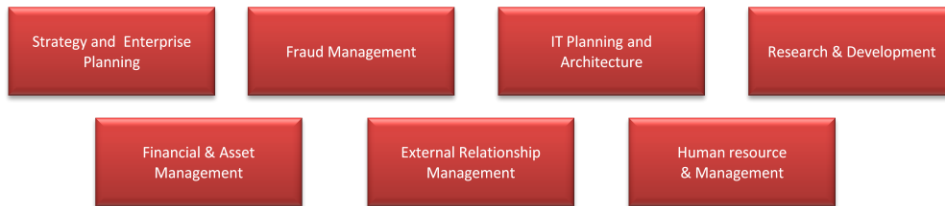
### How could we help?

- Improving customer relationship with self care portals, converged billing and customer experience management solutions
- Leverage our multiple service line from BPM consulting, Custom App Development, Application Outsourcing and Business intelligence services

**CUSTOMER**



**ENTERPRISE MANAGEMENT**



**Success Stories**

**Telecom Self-Care Portal**

Digital signature protected portal for MTNL users in Delhi and Mumbai to access their Landline, Mobile, Broadband and IPTV and pay bills with real time payment updates.

**CRM and Accounting Solution**

A comprehensive CRM and Billing solution for MTNL Delhi

**Fraud Management Solution**

**Network Utilization Billing Software (NUBS)**

**Group Billing Solution**

**Mobile billing and management solution for the Indian Parliament**

**What We Offer?**

Our Telecom offerings synchronize with today's growing telecom service provider's requirements by meeting their business challenges and helping them to experience more return on their investments:

**CRM:** Robust and secure (digital certificate enabled) customer self-care framework to provide one-stop access to change plans, make payments, automate sales & marketing, loyalty and retention programs for MTNL (Delhi & Mumbai), BSNL and few upcoming telecom service providers

**Business Process Management:** End-to-End business process management solutions to automate different business processes- Sales, customer relations, payments, inventory and services

**Billing, Revenue Assurance:** Billing system integration, process automation, Retail billing (Prepaid/postpaid/landline/broadband), IP billing and Group billing for MTNL, BSNL and Indian Parliament

**Services**

Custom Software Development, Implementation and Maintenance

Business Process Management Consulting, Implementation and Reengineering

Enterprise Systems Management strategy and implementation

OSS/BSS Services Framework

**Our Edge**

COMM-IT has collaborated with many Telecom industry leaders to transform their businesses and drive growth throughout their organization. We can enable your organization to:

- Focus on strategic challenges and strengths
- Improve efficiency and quality of service
- Achieve performance from the latest technology
- Quickly introduce new services and pricing plans to improve competitiveness and increase average revenue per user
- Reduce cost of operations and enable quick response to changes in business climate
- Gain access to resources and capabilities not available internally
- Increase business flexibility with an agile and efficient business model

We work with you to identify your requirements and deliver customized solutions to meet your needs.

**Key Wins**

- Improved customer experience due to better serviceability and operability
- Reduced operational cost
- Improved business processes
- Improved time-to-market of services and products